

## In a managed health care plan:

- You have a regular doctor.  
This person is your Primary Care Provider.
- You can get regular check-ups.
- There is no limit on the number of visits you or your children can have with your doctor.
- You can reach your provider's office or health plan 24 hours a day, 7 days a week.
- Your benefits are the same as regular Medicaid.
- You can access clinics, laboratories, specialists and hospitals.

Talk to your doctor about which managed care health plan(s) he/she participates in.

Dental services are available for everyone, either through your managed care health plan or regular Medicaid.

To find out about additional services offered by managed care health plans, you can contact the plans by calling the Member Services phone numbers listed in this Guide.

## Important numbers

If you have a problem with your health plan, call:

**New York State  
Health Department  
Complaint Hotline  
1-800-206-8125**

For copies of this guide, call:

**New York State  
Health Department  
518-486-6074**



State of New York  
George E. Pataki, Governor

Department of Health  
Antonia C. Novello, M.D., M.P.H., Dr.P.H., Commissioner

# A Consumer's Guide to **Medicaid** Managed Care in Central New York



**Choosing a managed care plan** that meets the health care needs of you and your family is an important decision. This brochure will help you make that decision. It has information about the quality of care offered by the different plans, and people's opinions about the care and services the plans provide.

There are other things you need to think about too. Is your doctor in the plan? How close is the doctor's office to your home? Does the plan have special services that you and your family need?

Talk with friends, your doctor and your local social services counselors before making a decision. Ask questions to make sure you know what each plan offers.

Managed care plans in Central New York		Member Services Phone Numbers	Broome	Cayuga	Chemung	Chenango	Cortland	Herkimer	Jefferson	Lewis	Madison	Oneida	Onondaga	Oswego	St. Lawrence	Tioga	Tompkins
CDPHP www.cdphp.com	1-800-777-2273		•													•	
Fidelis Care New York www.fideliscare.org	1-888-343-3547		•				•	•				•	•	•			
GHI www.ghihmo.com	1-877-244-4466		•		F	F			F	F					F		F
HMO Blue Option www.excellusbcbs.com	1-800-919-8809		•					•				•	•	•			
Total Care	1-800-223-7242												•	•			M
UnitedHealthCare of New York www.unitedhealthcare.com	1-800-339-5380			F	•			•			F	•	•	•			

NOTE: Not every plan may be accepting new enrollment. Please call your local social services department or the plan member services phone number listed above to make sure.

**F:** Family Health Plus only

**M:** Medicaid only

• Both Family Health Plus and Medicaid

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## Key

More stars mean better health plan performance

- ★★★ Above average
- ★★ Average
- ★ Below average

## Health Plan

	The Quality of Care provided by health plans to children is measured by:				The Quality of Care provided by health plans to adults is measured by:				Patient Satisfaction with access and service is measured by these five questions:					Overall Rating
	Percent of two-year-olds who got their shots  Childhood Immunization	Percent of two-year-olds who have been tested for lead poisoning  Lead Screening	Percent of adolescents (12-21) who had a well-care visit  Adolescent Well-Care	Percent of members (5-17) with asthma who received appropriate medication  Use of Asthma Medication	Percent of pregnant women receiving a prenatal visit early in their pregnancy  Timeliness of Prenatal Care	Percent of women (21-64) who had a Pap test in past 3 years  Cervical Cancer Screening	Percent of members (18-56) with asthma who received appropriate medication  Use of Asthma Medication	Percent of members who had routine check-ups in past year  Access to Care	Would you recommend your health plan to your family or friends?  Recommend Health Plan	Did you receive health plan services quickly?  Timeliness of Service	Did you get the care you needed from your health plan?  Availability of Care	How happy are you with your health plan?  General Satisfaction	How happy are you with your children's health plan?  Children's Satisfaction	
CDPHP	★★	★	★★	★★	★★★	★★★	★	★★★	★★	★★	★★	★★	★★	<div></div> 69%
Fidelis Care New York	★★	★★★★	★★★★	★★	★★★★	★★	★★★★	★	★★	★★	★★	★★	★★	<div></div> 74%
HMOBlue Option	★★★★	★★★★	★★	★	★★★★	★★	★	★★★★	★★	★★★★	★★	★★	★★	<div></div> 74%
Total Care	★★★★	★★★★	★★	★★	★★	★★	★★	★★★★	★★	★	★★	★★	★★	<div></div> 72%
UnitedHealthCare of New York	★	★	★		★	★		★	—	—	—	—	—	<div></div> 25%

GHI began serving Medicaid enrollees after this information was collected.

○ Plan submitted invalid data.

— Information not available

Ratings are based on a comparison of plan rates to regional averages.

The Quality ratings are from information submitted by the health plans. Patient Satisfaction ratings are from a Department of Health survey.